

Job Description

Job Title	Senior Coordinator (Student Casework)		
Grade	7	Directorate	Academic Services
Section	Academic Registry, Regulations, Assessment and Student Casework	Reports to	Student Casework Manager
Direct reports	None	DBS Requirement	N/a

Job purpose

To be a proactive member of the Regulations, Assessment and Student Casework team contributing to the development and implementation of the University's regulatory and student casework framework. To provide advice and guidance on all aspects of student casework regulation and procedures and to maintain an active caseload pertaining to mitigating circumstances, student complaints student academic and non-academic misconduct and fitness to practise.

Roles and Responsibilities

- Maintain an active load of cases pertaining to:
 - Mitigating Circumstances cases (acting as a Faculty Mitigating Circumstances officer)
 - Academic Misconduct cases (acting as a case co-ordinator and clerk to the panel)
 - Student Complaints cases (acting as a Faculty Student Complaints Coordinator)
 - Student Conduct and Behaviour cases (acting as a case co-ordinator and clerk to the panel)
 - Fitness to Practise cases (acting as a case co-ordinator and clerk to the panel)
- Maintain an in-depth knowledge of student casework regulations and procedures in order to provide advice and guidance for staff and students and so as to contribute to programmes of staff development
- Provide enhancement-based recommendations in relation to regulations and procedures pertaining to student casework
- Ensure that the coordination, organisation and administrative support for the management of these activities is aligned with the appropriate university policies and procedures.
- Produce and contribute to management reports to support the strategic development of regulations and procedures pertaining to student casework
- Deputise for the Student Casework Manager, as required.
- Support the rest of the team by having a working knowledge of academic appeals and the broader assessment regulatory framework

Expectations Across All Professional Support Services Posts

- Post holders may be required to work flexibly across all university sites.
- Work proactively to develop and maintain working and knowledge based relationships across faculty and professional support services to ensure the highest quality day to

day service delivery.

- Contribute to developing best practice across the institution and to the creation and maintenance of associated processes and procedures.
- Support the development of a culture of continuous improvement and actively initiate and contribute to continuous improvement activities.
- Take advantage of training and professional support as agreed with the University in order to maintain and develop skill sets.
- Promote a working environment that affirms diversity, equality and inclusion in line with the University strategy.
- Help maintain a safe working environment by attending training as necessary to carry out responsibilities with due regard to the University Equal Opportunities and Health and Safety Policies.
- Deal with all matters sensitively and discretely at all times abiding by relevant confidentiality and data protection policies.
- Additional duties appropriate to the grade and as required to support service delivery

General requirements

All Kingston University staff are expected to demonstrate and work towards developing the Values Framework:

- **Innovative:** To apply new methods or ideas to facilitate progress
- **Inclusive:** To value the diversity of students and staff, treating them respectfully
- **Enterprising:** To recognise and act on opportunities
- **Ambitious:** To pursue excellence for oneself, the University and our communities

The postholder must always carry out their responsibilities with due regard to our policy, organisation and arrangements for Health and Safety at Work.

It is your responsibility to carry out your duties in line with our EDI policy and strategy and be sensitive and caring to the needs of others, promoting a positive approach to a harmonious working environment.

You must promote and safeguard the welfare of students and staff that you are responsible for or come into contact with.

Please note that job descriptions cannot be exhaustive and the postholder may be required to undertake other duties, which are broadly in line with the key responsibilities detailed above.

Person Specification

Knowledge & Qualifications	Essential	Desirable
First degree or equivalent or relevant experience in an HE environment.	X	
Experience of supporting and advising on a range of student casework procedures within HE/FE (such as mitigating circumstances, academic and non-academic misconduct and student complaints)	X	
Skills & Competencies	Essential	Desirable
Experience of working within an advisory setting within an HE or similar environment	X	
Decision making and organisational abilities, including an ability to manage priorities and workloads	X	
Capacity for analytical thinking, problem solving and resolution outputs	X	
Ability to apply knowledge of current approaches to delivering excellent customer service	X	
Highly developed interpersonal and excellent communication skills with the ability to articulate complex matters in an accessible way	X	
Ability to network with professional colleagues within the sector		X
Literate in IT and reporting tools	X	
Understanding and commitment to the importance of equality of opportunity within a student support service environment	X	
Ability to remain calm and professional within a busy environment when dealing with clients with various challenging and difficult situations	X	

Important Working Relationships
Academic Registrar and other colleagues within Academic Registry Faculty Student and Course Support Managers and teams Academic and administrative staff at all levels Colleagues within the Directorate for Students Union of Kingston Students'